

## Monthly Program Administrator Agenda

July 12, 2017

### **Individual Liability (IL) Travel Card Change**

Bank of America implemented some changes to the New Cardholder Order process for Individual Liability Travel Cards. CCA sent out some information via email regarding the new process.

### **Exceptions**

Card exceptions have been reviewed and approved. If you have not received an approval email from CCA, please email [CCA@doa.virginia.gov](mailto:CCA@doa.virginia.gov).

### **Reminders:**

- Please use the **CCA Automated Online Forms Request System**. Email requests for paying late invoices, credit limit increases, temporary restriction removal, and submission of annual certifications will not be accepted effective July 1, 2016.
- Troubleshooting- if you are having issues logging on to <https://cca.doa.virginia.gov/Login.cfm>, please contact [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov).
- DOA offers **Monthly Program Administrator Training** for all new PA's as well as those who need a refresher beginning April 5, 2016. Training will be offered in person (James Monroe Building, 101 N 14<sup>th</sup> St. Richmond VA, 2<sup>nd</sup> FL training room) on the first Tuesday of each month and offered via WebEx on the third Tuesday of each month. Each monthly training session will be from 8:00 am to 12:00 pm. To register, please email [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov). This monthly training will allow PA's to receive detailed instructions about their responsibilities and day to day functions as a Program Administrator.
- The Commonwealth has a package relationship with **NAPCP** in order to get a (discounted) \$99 membership rate. When you sign-up initially or renew your membership to this organization, please contact DOA for coupon code to receive your discounted membership rate. This code is valid until 2/9/18.
- When contacting **CCA**, please call 804-786-0874 to leave a voicemail or email [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov). Email is the best way to contact us. If your request is urgent, please mark it accordingly when sending an email. Do not send maintenance requests to individuals within the unit.
- When contacting Jane Ritter or **Company Level Support** at BOA, please email [Dedicated\\_Card\\_East@bankofamerica.com](mailto:Dedicated_Card_East@bankofamerica.com).
- DOA will be reviewing IL Travel cards monthly and PAs will be informed if the cardholder is past due more than 60 days. Cardholders who are 120 days past due, the cards will be revoked and the PA will be requested to recoup payment from the employee's payroll.
  - **Program Administrators must review the delinquency reports in Works at least every two weeks to ensure cardholders are making timely payment for their IL cards.**
- Agencies should evaluate the number of CL and STL increase requests and ensure the limits are in line with the cardholder's needs. If you find that the cardholder regularly goes over the cycle limit, card limit, or single transaction limit, please review the need for a Gold Card at your agency.

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### **Contact Information for CCA:**

- [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov)
- 804.786.0874